



Chief's Corner

Back to School

Well September is here and the children are back in school, learning their ABCs along with the other important information needed to advance to the next grade or to graduate. In honor of this yearly event I thought I would take this opportunity to talk about education in the Fire and Emergency Medical Services field and why it is so important to be a life-long learner.



As most people finish school and enter the workforce they quickly learn that each profession requires additional skills and knowledge that they did not get in the formal high school classroom. These skills and job specific knowledge are acquired through on-the-job training and classes conducted by people familiar with fire and EMS job requirements. This differs from "formal education" acquired in high school and/or college and is focused on what you need to know to get the job done. Both job knowledge and formal education are important; however, they differ in their focus and intended outcome. Let's talk about these differences and why it is important to have both.

Training

Training usually refers to information that is job specific and relates to performance of job functions or required skills. It usually consists of information needed to be successful on the job and also helps obtain required certifications. This training may be provided on-duty as part of company schools or EMT continuing education classes. It can also be taught through specific courses, such as Firefighter I and II or Haz-Mat Operations. This training is very necessary and is certainly a requirement to be successful on the job. However, because this training is focused on job requirements, it is very narrow in scope. Mastering these skills and knowledge ensures that employees are technically proficient in their jobs and know what to do in each situation.

While technical proficiency is important on the emergency scene, having it does not prepare you for other aspects of your job; namely, dealing with people and the general public. For that you need "formal education."

Formal Education

This type of "learning" is obtained in the classroom setting and is usually not job specific, but is focused on a general area of knowledge.

Formal education usually consists of courses in English, mathematics, science, philosophy, history and/or computers. These subjects are important in the daily operation of the Fire & EMS Department. This formal education provides you with a more worldly view of things, and allows you to develop a more rounded perspective. It also helps you to consider events and situations from different viewpoints. This type of knowledge is absolutely necessary if you are to interact effectively with people from different backgrounds who may hold different beliefs. This includes both employees and the citizens we serve.

Generally, a high degree of technical knowledge is necessary to be successful at the firefighter/EMT level, and some of the skills required can be gained through experience. While experience is a great teacher, it cannot provide the knowledge needed to supervise employees. This requires a broader perspective; one gained through "formal education."

So, what does all of this mean? It means, if you just want to ride the apparatus and provide basic services, then you can probably get by with having

only technical knowledge. However, if you aspire to higher ranks in the department, you will need the formal education. These goals must be obtained by attending college in some form or fashion. To maintain proficiency in your technical skills, you must attend refresher courses and practice your skills. To keep your view of the world up-to-date you must continue to pursue higher education courses, as well as reading and studying. Collectively, this means you must commit to being a life-long learner. By doing so, you will be a more fulfilled and well-rounded individual, as well as a better employee and supervisor.

Remember, stay in school or go back and take courses that interest you, even if you think you completed your education a number of years ago. This will help you stay current and keep you engaged in life and the Fire & EMS Department.

Until next month, don't forget the most important rule: Everyone goes home safe at the end of the shift.

Brad

Senior Staff Retreat

On August 22nd the Senior Staff conducted a "retreat" to discuss important departmental issues. The purpose of this retreat was not to solve these issues, but to develop a plan or strategy on how to best address them and develop timelines.

The retreat proved to be very productive. A number of current and future relevant issues were discussed (see the list below). Tammy was there with her trusty laptop to capture data as we scribbled on the flip chart and bounced ideas off of each other.

Details will be forthcoming as we form work groups and/or address these issues. If anyone has ideas or would like to be involved, please contact Chief Ferguson. Below are the issues that were discussed:

- Paramedic Pay (including recruitment & retention)
- Succession Planning for Administrative Captains and Battalion Chief Level positions
- Budget issues with new positions
- Employee Evaluations for 2006-07
- Officer Development

These issues will affect everyone so get involved and help create the future of the department!

The Results Are In...

A few years ago, the department was approached by Risk Management regarding the feasibility of adopting a powered assist cot to limit the number of back injuries incurred by our personnel. At that time, the national average that a public safety agency spent to treat an employee who sustained a back injury was \$60,000; this amount has since increased to \$74,000.

Our department evaluated a Stryker Power Pro Cot for two weeks in August. Eighty-three percent of the individuals who submitted evaluations agreed that purchasing these cots would be beneficial to our members. So where do we go from here?

Our department is currently assessing the feasibility of purchasing five Power Pro Cots within the next month. Three additional Power Pro Cots will be applied for during the next Rescue Squad Assistance Fund (RSAF) grant. It is expected that with the purchase of the Power Pro Cots, our members will be safer and can concentrate on providing quality care to all of our patients.



IN THIS ISSUE

- Chief's Corner
- Senior Staff Retreat
- The Results Are In...
- Certifications
- EMSAT
- Fire Prevention Month
- Annual Memorial Service
- Cadet Program
- The Ripple Effect...
- Recruits Update
- HR News
- Flashback
- Anniversaries & Congrats!
- Dive Team Training
- United Way Results
- Chief Says, "Stay Cool!"
- Safety Corner
- Since 9/11...

Certifications/Training

ASP Baton — Liberty University Police

Jennifer Collins

Basic ICS Train-The-Trainer (Basic ICS 100/200)

Roger Harris
Ron Sanders

Mike Reeves
Michael Thomas

Barney Roakes

Executive Leadership

Keith Johnson

Fire Instructor I - NFPA 1041 - 02

Stewart Barney
Rebecca Losiewski

Maurice Bruce
Stuart Massie

Jodi Lipscomb
Kevin Sneed

Fire Instructor II Certification Course

Michael Thomas

Hands-On Electrical Fire/Arson Investigation

Todd Davis

Ronnie Lewis

NFPA 1403 Awareness

Train the Trainer

Associate Degree in Applied Science

Maurice Bruce

Associate of Science Degree - Fire Science

David Jackson

Firefighter I & II Train the Trainer

Edmon Molette

Incident Command System For Structural Collapse

Scott Hargis

Mike Reeves

Preparation For Initial Company Operations

Anthony Andrews

Rope Rescue Awareness And Operations - Phase 1

Scott Kelly

Abbey Meacham

EMSAT: On Scene Challenge 13

Trauma calls are featured in this 13th annual On Scene Challenge EMSAT. They include blast/soft tissue injuries, fall/musculoskeletal injuries, and burn injuries. Join Dr. Kevin Connelly, CJW Medical Center, Chippenham Campus, Richmond, as he challenges our patient care skills.

Fire Prevention Month

October is Fire Prevention Month. This year the theme for Fire Prevention Week (October 8-14) is "Prevent Cooking Fires: Watch What You Heat."



The goal of this theme is to spread the word that more fires start in the kitchen than in any other part of the home and to teach families how to keep cooking fires from starting in the first place.

Over the past years, the department has seen growth in Public Education during Fire Prevention Month. In October 2005, department members educated 2,818 customers, attended 39 activities and provided 79.5 hours of instruction to the citizens of Lynchburg. With this being said, this year the department can expect to have at least this level of activity, and may in fact see an increase over the previous years.

In order to effectively deliver Fire Prevention Education during Fire Prevention Month, Captains will continue to receive early notification of upcoming events, as well as the materials to conduct the presentations.

If officers have questions regarding Fire Prevention Month activities, contact Captain Robert Lipscomb in the Training Division.



Fire Fighter Memorial Service

This year's Annual Fallen Fire Fighter Memorial Service will be held on Sunday, October 8, 2006, at 2:00 p.m. at the Fire Fighters Fountain in Miller Park.

This year the wreath will be placed by retired Deputy Chief Earl Taylor and his son, Firefighter Chuck Taylor. Mayor Joan Foster will serve as keynote speaker this year. In addition, the Lynchburg Fire & EMS Pipes & Drums will perform.

Instructors Needed for Cadet Program

The Lynchburg Fire & EMS Department, in partnership with Lynchburg City Schools, has begun its second year of the High School Fire & EMS Cadet Program. Once again, the Virginia Department of Fire Programs (VDFP) Firefighter I course will be used.

In order for this program to be successful, department instructors are needed to teach Firefighter I, Haz-Mat Awareness, First Aid and CPR at E.C. Glass during the upcoming school year. These courses will be taught on Monday and Thursday afternoons from 2:00 pm - 4:00 pm. (From time-to-time classes will also be scheduled on Saturdays during the Spring of 2007.)

Department instructors will be compensated at their regular overtime rate for the number of hours taught, as well as for set-up and take-down time before and after class.

All instructors must be certified at the Instructor I level in order to be eligible to teach the VDFP components of this course. Any department instructors who are interested should contact Captain Robert Lipscomb.

The Ripple Effect...

by: Captain Layne Terrell

A while back, on a day off, I had the opportunity to observe Medic 3 and Engine 3 run a chest pain call together. I was impressed. It was a call where things "clicked." I am sure they have responded to similar calls numerous times in the past, but the thing that impressed me the most was the attitude of all of the providers involved. They were a team that exhibited knowledge, professionalism, and a caring attitude. I could see the patient respond in a positive way to their exemplary performance.

Sure, not all calls go smoothly no matter what we do, but knowing each of the providers who responded on that call, I think I can tell you why it went as well as it did. They each took their chosen responsibility as providers seriously and had taken the steps to develop themselves to serve. They were personally motivated to perform at a high standard and, in turn, as a group performed at that high level. I felt motivated as I watched.

Each day that we come to work affords us the opportunity to impact lives in a positive or negative way. It's a ripple effect that impacts more than just one patient on one call. We each individually have a responsibility to our co-workers and customers. The choices we make set the tone and the ripple in motion.

Recruits update

The 2006 Recruit Academy is underway and the five participants are doing extremely well at the Roanoke Fire & EMS Department. Below are photos taken on August 24th during their vehicle extrication class. The recruits are scheduled to graduate in November.



L-R: Adam Morton, Chris Spencer, Alan Briceland, Jason Fredrich, Joy Brynes



Chris Spencer helps with vehicle extrication



Joy Brynes gears up!



Recruits participate in vehicle extrication



Jason Fredrich stops to pose.

Human Resources News

by: Captain John Spinner

Negative people getting you down? If they are sapping your energy, then they are sapping the energy of the department.

Let's take an introspective look and examine if we are bringing positive energy to bolster our teams or are we the "negative" that drains it. What are companies doing to address this? Read this excerpt from What's Working in Human Resources to find out.

Dealing with difficult people who sap everyone's energy

How to turn the tide of employee negativity

Every company has those negative people who continually erode morale.

You know the type. Most of the time these folks don't make any big mistakes. They're usually adequate at their jobs — and they're not often called on the carpet by managers.

But their corrosive personalities eat away at company culture — and, ultimately, your bottom line — week after week, year after year.

What can be done? We often hear you shouldn't make disciplinary decisions based on some vague malady called "bad attitude."

But you can safely take employees to task for behavior, says employee performance consultant Ben Leightling. Managers need a strategy to deal with this constant drag on employee attitudes. The stakes are just too high to let things slide.

Managers should identify the actions of negative people — and make it clear those actions will no longer be tolerated.

'No-jerk' policy

A great example of what we're talking about: A high-tech company in suburban Chicago recently came up with a "no-jerk" policy. In it, the company lays out behavioral expectations for each employee.

Leightling suggests your policy might sound something like this: "Each employee shall demonstrate professional behavior that supports team effort and enhances team behavior, performance and productivity."

A simple start...

Simple as that. A single sentence could mean managers no longer have to sit idly by when corrosive employees:

- continually find things to complain about and exaggerate the seriousness of other's mistakes
- spread gossip & start rumors that pit other employees against each other
- talk behind co-workers' backs, and
- undermine supervisors' authority with a never-ending flow of under-the-radar criticism.

That's not a complete list, obviously. But you get the idea.

...then it gets a little trickier

Leightling sheds some light on what managers can expect — and how they should respond — when your company institutes its new policy:

- The problem isn't going to be fixed overnight. Negative people can be tough to change. Sometimes it's better for everybody if the corrosive personality just moves on.
- The employee is likely to try to put a positive spin on his/her behavior: "Hey, I was just kidding around."
- Managers should accept apologies or feelings of contrition, but bear in mind that in the end, all that counts is performance.
- Same goes with training. Managers can offer formal or informal training opportunities, along with honest feedback and encouragement, but the message remains: This behavior must stop now.
- Supervisors should avoid getting into personal matters. If the offending employee brings them up:
 - they're often offered as a rationale for negative behavior — the manager can simply remind the employee of the programs the company offers to deal with those kinds of difficulties.
- Finally, here's one you've heard before: Document, document, document. Those informal heart-to-hearts haven't worked. Managers should get all the details down in writing — and make sure HR gets a copy.

What's Working in Human Resources (July 31, 2006) —Info: Ben Leightling, www.leightlingassoc.com

FLASHBACK

Lynchburg Fire & EMS personnel responded to this church fire shortly after 5:00 p.m. on December 30, 1983.

The blaze began shortly after a roofing contractor and his work crew left following work on the roof of the church.

The stained glass windows in the church were valued at more than \$1 million!



September Anniversaries

Jeff Stern	28 years	Charlie Cox	16 years
Glen Harrison	28 years	Robbie Ore	15 years
Mark Britton	26 years	Greg Wormser	11 years
Dave Mason	24 years	Moe Bruce	11 years
Miles Tranks	24 years	Kenny Turner	10 years
Skip Ritzman	21 years	Brian Jones	8 years
Tom Swisher	21 years	Ryan Lee	4 years
Kris Bhalla	20 years	Scott Stanley	4 years

Congratulations to Members

- Congratulations to Cedric & Deanna Coleman on the birth of their daughter, Brooklyn Elizabeth, who was born on July 25th and weighed 6 lbs., 11 oz.
- Congratulations to Rick & Deanna Guedj who were married on August 12, 2006.

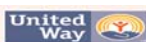


Dive Team Attends Training

Ten members of the Lynchburg Fire & EMS Department Dive Team made a trip to Lake Rawlings on August 22nd to sharpen their open water dive skills.

The team conducted skill drills to test proficiency in things such as deployment, practicing with search lines, buoyancy compensation, non-verbal communication, mask and regulator recovery, and basic open water safety skills.

The Dive Team consists of 15 members. Currently six other Fire & EMS Department members and three police officers are pursuing their Basic Open Water Certification. Once completed, they will also become members of the Dive Team.



United Way Results

Thanks once again to everyone who gave to the United Way and made this year's campaign a success. The department's grand total for the 2006 Legacy Campaign was \$5,200. This was a \$992 increase over last year. In addition, last year we had 67 people who contributed, and this year there were 79 contributors; again showing an increase of 12 givers.

Thanks so much for your generosity again this year. In addition, a random drawing was conducted from all of the current payroll contributors for a leather check book cover with an embossed Maltese Cross donated by the Credit Union. Congratulations to David Cox who was the lucky winner!

Chief Says, "Stay Cool!"

While on the scene at the structure fire on August 29th on Madison Street, the great amount of heat stress the employees were under while wearing turn-out gear and the long uniform pants was noticed. Of course the fact that the temperature was in the 90s didn't help either.

After some consideration, Chief Ferguson has decided to conduct an experiment. Beginning August 30th until September 30th, he has authorized that shorts can be worn while on duty for all employees involved in the delivery of suppression and emergency medical services (all on-line personnel).

The shorts must be navy blue or black in color and have pockets. No "cut-offs or gym/running shorts will be allowed. Battalion Chiefs will have the discretion to determine if any shorts in question are appropriate.

If this experiment goes well, further consideration will be given to allow shorts next summer. The success or failure of this "experiment" will depend on the professional conduct of members.

Safety Corner

by: Captain Rick Guedj

Candle Fires in Residential Structures

Retail sales of candles are growing each year. "In the last 10 years, the increase in candle sales has been at least 700 percent," notes Valerie Cooper, Executive Vice President of the National Candle Association.

The National Candle Association estimates that candles are used in seven out of ten households, with annual candle sales averaging \$2 billion. Nearly 2,000 varieties of candles are on the market, ranging from votive warming candles to those used for religious purposes and holiday decorations.

Candles are responsible for an estimated 23,600 residential structure fires each year, causing 1,525 civilian injuries, 165 fatalities, and \$390 million in direct property loss. According to manufacturer surveys, more than 95 percent of candle buyers are women. This statistic may be part of the reason why women are 30 percent more likely to be injured and are 45 percent more likely than men to die in residential candle fires.

Although candles are purchased and used year-round, the sale and use of candles increases substantially during the winter season. Approximately 35 percent of candle sales occur at this time. More candle fires occur during December than in any other month, and 24 percent of all candle fires occur in December and January.

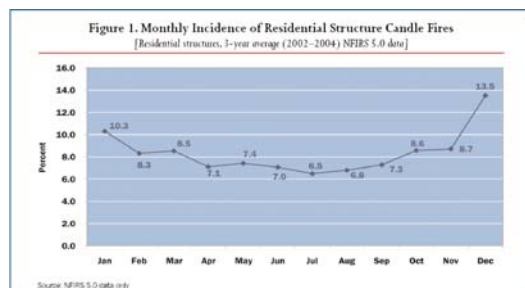
The leading materials first ignited by candles are furniture, curtains, cabinetry, and bedding. In December, however, holiday decorations are the leading materials first ignited. Candle users say they most frequently burn candles in a lounge area — living room or family room (42 percent), followed by the kitchen (18 percent) and the bedroom (13 percent). Nonetheless, the most common areas of candle fire origin are in the reverse order. Most residential candle fires originate in the bedroom, where over one-third of the fires start. However, during the winter months of December and January, a higher percentage of candle fires originate in a dining area, perhaps due to the holiday season, although the bedroom remains the leading area of origin.

Data from the National Fire Incident Reporting System (NFIRS) indicates that the majority of candle fires result from error and negligence. Candles placed too close to combustibles account for over half (55 percent) of residential candle fires alone. When specific actions can be identified, 21 percent of residential candle fires involve an unattended or unsupervised individual. An additional 12 percent of these fires start when the candle user falls asleep. These statistics underscore the importance of ensuring that candles are safely positioned, used properly, and never left unattended.

Candles have been a part of our lives for centuries, providing both light and decoration. Although their everyday use for lighting has largely been replaced by electricity, candles are still used during power outages, for religious ceremonies, special occasions, and for decorative purposes. Given the proper conditions, the open flame of a candle poses a risk of fire. Product safety requirements help reduce candle fires, but they cannot eliminate its occurrence without help from candle users themselves. Common sense and caution must accompany the use of candles.

The Massachusetts State Fire Marshal has developed a program called "Candle Circle of Safety." Their sound recommendations include:

- Burn candles inside a 1-foot circle of safety, free of anything that can ignite, and extinguish candles after use
- Keep candles out of the reach of children and pets
- Use a sturdy metal, glass, or ceramic candleholder
- Never leave a burning candle unattended



Since 9/11...

Over the past few years, one phrase that has peppered industry conferences, training sessions and the media has been "Since 9/11..." In a recent conversation about the history of the fire service and the upcoming five-year anniversary of September 11, 2001, Assistant Chief Brian Crawford of Shreveport, La., commented that he thought 9/11 was a defining moment for the fire service, a sort of "B.C. and A.D." How often do we speak of the pre-9/11 and post-9/11?

One month before September 11, 2001, the first of the \$100 million in fire grants was being awarded. There was a heated battle over NFPA 1710 and its controversial staffing deployment requirements. And the search for a new U.S. Fire Administrator was still under way, although David Paulison was a finalist.

To say that September 11 changed the American fire service is an understatement. The national call for help — "911" — was slashed into 9/11, which would change the fire service more than any single day in the last 200 years of history.

Is five years long enough to acknowledge that some positive actions came from 9/11? The heartache is still there, but life moves on, and we build on the lessons learned.

There has been a significant increase in public agencies working together for coordinated response. Although there's still some debate over NIMS versus ICS, there is a common goal to standardize agency responses at entry level.

There is heightened awareness of the physical and emotional health of emergency responders. Reports of lung disease, cancers and mental breakdowns of workers who were at Ground Zero are increasing. Studies will support personal protective gear for recovery workers and the importance of critical incident stress management.

According to a July 25, 2006, article in the New York *Daily News*, "Six hundred firefighters have been forced into retirement; 25% of active-duty FDNY and Emergency Medical Service workers developed lung conditions since the disaster, and at least four responders died after giving their all at Ground Zero."

No fire department was hit harder than FDNY. A department of legends, FDNY is still a legend today, if only for the fact that it is fighting back and rebuilding itself following the devastating effects of Sept. 11 on its personnel and their families.

On that day, every city and town across North America looked around and said either "it can't happen here" or "what if..." Was Katrina a post-9/11 test to see if our nation was prepared for another disaster? Many people saw failures, some saw progress, but still some holdouts are convinced that "it can't happen here."

Last month, two buildings exploded in a small Wisconsin resort town. Two people were killed and several others were sent to the hospital. Afterward, one of the volunteer chiefs commented that he was impressed with how well the local fire departments worked together during the response, even noting the professional way they handled the media, because they had trained and were prepared. The implementation of ICS on a remote peninsula in Wisconsin proved that it works on a propane gas explosion, too.

What's changed since 9/11? Life is more frustrating for travelers, but most Americans haven't really changed their lifestyles. On the other hand, most first responders and their state and federal backups have seen changes in training, equipment and reporting systems.

How often do you find yourself saying, "Since 9/11..."? Look around your department at your SOPs, training drills, equipment and apparatus purchases, or employee assistance programs to see what's changed in the past five years. Did life get too complicated to be chief and you retired? Or were you challenged to grow in your career?

Since 9/11, FIRE CHIEF has become more aware of the changing and much broader role of fire chiefs and officers today. A new world order was born on Sept. 11, 2001, and it has made great strides in many agencies working together. "Two hundred years of tradition, unimpeded by progress" took a big hit that September day, and there's no more looking back.

